



SHEET 1 OF 1

INFORMATION DISCLOSURE
CITATION IN AN
APPLICATIONATTY. DOCKET NO.
67389-034SERIAL NO.
10/725,205APPLICANT
Bridget Mary PANTALEO, et al.FILING DATE
December 02, 2003GROUP
3623

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U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	CITE NO.	Document Number Number-Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	CITE NO.	Foreign Patent Document Country Code ¹ -Number -Kind Codes (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines Where Relevant Figures Appear	Translation	
						Yes	No

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER'S INITIALS	CITE NO.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
MCA		DAVIS, Scott, R. "How CTI is changing workforce management: What are the possibilities for your call center." Telemarketing and Call Center Solutions, Norwalk, February 1996, Volume 14, Issue 8, pp74-75	
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EXAMINER

Michael C. Heen

DATE CONSIDERED

12/7/04

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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